

1.0 MAINTENANCE

- 1.1 This instrument will be the primary contractual vehicle that DAPS GL Midwest will use during the performance period to fulfill maintenance and consumable requirements for DAPS customers in the locations identified. This maintenance and consumable contract is a not to exceed 12 month period.
 - 1.2 This requirement is to provide on-site repair service to include parts, labor and supplies (except paper), when required for various 24 Canon models (see attached list of government owned equipment). Repair service includes the cost of labor, transportation, replacement/spare parts, consumable operating supplies, which includes staples.
 - 1.3 Maintain all equipment at a minimum 95% monthly available rate based on the 21 standard federal work days in a month.
 - 1.4 Provide service technician support Monday through Friday from 8:00 a.m. – 4:30 p.m. local time, except Saturday, Sunday, and Federal Holidays to include:
 - 1.4.1 Coordinating access to the listed Federal Installations two (2) business days before deliveries are to be made is required. Contractor must provide a list of all its employees requiring access. This listing is to include individuals' full name, social security number and home address. To be granted access, each individual must have in his/her possession a current official government issued Photo Identification Card such as a State Drivers License and each vehicle must be reported by its vehicle registration.
 - 1.4.2 In the case of devices cleared for CLASSIFIED material and/or connected to the SIPRNET, providing technicians that hold a security clearance of at least the documented security level of the device for which it is cleared. Repair technicians should, but not required to, have a National Agency Check (NAC) or Department of Defense (DOD) security equal to or higher than the classification of the device.
- Note: All contractor personnel will be subjected to an onsite background check that may include fingerprint identification verification. Identification verification will be performed by the responsible customer security officer. These background checks and ID verifications are performed routinely for security reasons, the background check is used to identify and deny access to any persons who have a criminal record over the past seven years, unregistered aliens and illegal immigrants, and individuals with outstanding warrants in any legal jurisdiction with the CONUS.
- 1.5 Respond to work stoppage situations within three (3) business hours of a service call. A telephone call (unless it results in solving the problem) shall not be deemed as an acceptable service response. The service technician will call the key operator within an hour to discuss service problem and time of arrival. It is estimated that 10% of situations will be classified as "work stoppage" across the total copier population on a yearly basis.
 - 1.6 Respond to non-work stoppage situations within four (4) business hours of a service call. A telephone call (unless it results in solving the problem) shall not be deemed as an acceptable service response. The service technician will call the key operator within an hour to discuss service problem and time of arrival.
 - 1.7 Notify the DAPS' Contracting Officer Representative (COR) if maintenance is related to vandalism. DAPS COR will be identified upon the award.

- 1.8 The equipment listed on the attached is currently covered by a maintenance contract; no pre-inspection fees will be paid.

2.0 OTHER

- 2.1 The contractor will affix a label to each copier with the toll free service number and machine serial number prominently displayed thereon; as well as, the DAPS EMS sticker. The label will be affixed within 5 business days after award. (DAPS will provide the DAPS EMS stickers to the contractor)
- 2.2 Vendor agrees to allow additional government owned equipment to be placed and/or removed from this contract without penalty at any time during the term of this contract. The vendor will be notified via contract modification and will be given a 30 day notice to add or remove equipment.
- 2.3 **OPTION FOR INCREASED QUANTITY.** The Government may increase the quantity of copiers to be maintained as described as listed on the attached equipment list by up to 50% of the total quantity at time of award. The makes and models of additional equipment that may be added will be the same make and model of which is listed on the attached equipment list.

3.0 CONSUMABLE SUPPLIES. As part of its quoted price, the contractor will:

- 3.1 Provide all consumable supplies (including staples) necessary for the operation of the equipment and dispose of Paper is excluded as a consumable supply.
- 3.2 Deliver all required consumable supplies to the designated locations listed on the delivery schedule **within two (2) business days** after receipt of an order.

Note: Government space for additional stock or inventory of supplies will not be made available.

4.0 METER READING & BILLING. As part of its quoted price, the contractor will:

- 4.1 The Contractor shall provide quotes to include a base monthly charge for black and white copies produced on both black and white and color devices. For color devices listed on the attached the base monthly minimum will be for black and white copies produced only. The color copies produced on color devices will be quoted for each copy produced.
- 4.2 Collect by the 25th of each month meter reads for each piece of equipment and submit to the DAPS' COR located at DAPS GL Midwest. Upon award a letter will be issued to identify the COR.
- 4.3 Provide once a month in arrears an invoice to the DAPS' COR for payment by the 10th of the following month. If the 10th falls on a Saturday, Sunday, or Federal holiday, then the invoice will be provided no later than the first business day after the 10th of each month. All invoices will be in a digital Microsoft Excel summary format to include; invoice date, invoice number, DAPS order number, location, volume band, model, serial number, and period of performance covered by the invoice (i.e., "bill from" date and "bill to" date).
- 4.4 Provide all monthly invoices to DAPS GL Midwest in both paper copy and electronic format (Microsoft Excel).